

MINUTES OF PATIENT PARTICIPATION GROUP MEETING WEDNESDAY 24TH FEBRUARY 2016

Present: **Dr P Warwicker** **Dr L Leach**
 Dr A Vasistha **Nurse Teresa**
 Carole Stock

Patient Participants:

14394	11464
15255	17716
7472	
Apologies	19959

Dr Warwicker opened the meeting and thanked everyone for attending.

STAFF CHANGES

The practice had a number of staff changes over the recent months, a new Phlebotomist to replace Dorothy who has now retired, Dr Roopinder Brar who is working every Thursday and Friday and Dr R Verma who is our GP Registrar. The meeting was also informed by Dr Warwicker that we currently have a vacancy for a part-time Practice Nurse due to the recent retirement of Sheila and we are actively recruiting for this position.

PRACTICE DEVELOPMENT / TRAINING

Dr Warwicker stated that we are pushing forward with our training programme. Drs Leach and Vasistha are in the process of becoming trainers so the practice will have more trainee doctors in the future. Another development as explained by Nurse Teresa is that the Practice will be hosting student Nurses with the first placement in June 2016 which is a joint venture with Surrey University in the hope it will encourage more Nurses to choose Primary Care as a career.

NHS CHOICES WEBSITE

Carole Stock reported that since the last meeting all reviews on the above were favourable.

CARER'S ALLOWANCE

As it was coming to the end of the financial year for the above, Carole stated that we had 3 applications left which the Doctors were sure would be allocated by the end of March 2016. As yet the practice had not heard from Surrey Independent Living Council whether the scheme would continue for 2016/2017.

DR WARWICKER'S APPOINTMENTS

Carole Stock explained that problems had arisen with patients abusing the on line booking system for Dr Warwicker's appointments. It had come to light that Patients were making several appointments a week "just in case" and then cancelling at the last minute if not required. This could not continue as everyone knows how much Dr Warwicker's appointments are in demand, so the practice has taken the decision to remove Dr Warwicker from the on line system until further notice.

There was also an incident where a patient went to the press because they were unable to see Dr Warwicker. The practice declined to comment, North West Surrey CCG put out the following statement on our behalf:-

We are aware that Dr Warwicker is a very popular GP amongst patients, having worked at the surgery for almost 25 years. Recently Dr Warwicker has also taken on the additional training responsibilities for the junior doctors working at the practice, a vital role in developing the GPs of the future. As such, Dr Warwicker will have a limited number of routine appointments available every week and these are highly in demand – the waiting time is around 4-5 weeks.

If patients are unable to wait until a routine appointment with Dr Warwicker is available you are very welcome to book one with another GP. It is also important to reassure patients that anyone who needs to be seen urgently will be given a same-day appointment with a doctor. Whilst we appreciate that many patients like to see the same doctor each time they visit, we need to balance this with ensuring that all patients have access to a GP when they need it.

ANY OTHER BUSINESS

Nurse Teresa updated the meeting on the current situation re:-

Men B

There has been a lot of publicity re the Men B Vaccine. Currently this is only available through the vaccination programme for babies and given in 3 doses at 2,4 and 12/13 months. It has been available to obtain privately, but due to demand stocks have now diminished as there is a restriction by GSK on the vaccine. The Practice is not permitted to vaccinate any children with their NHS supplied vaccine privately.

Zika Virus

Nurse Teresa explained that this is spread by black mosquitoes as is best deterred by using a DEET spray. Zika virus causes a mild fever, rash and body aches, usually for a few days only. Usually a person with Zika Virus is not sick enough to go to hospital. However, it is possible that the virus can be dangerous for a baby growing in the womb so pregnant women need to be aware and follow national guidelines.

DATE OF NEXT MEETING: Wednesday 23rd November 2016 @ 6:30pm